



FOR JULY 2, 2012 REPORT

June 27, 2012

Received & Inspected
JUN 28 2012
FCC Mail Room

Via U.S. Mail:

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Via Overnight:

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

Re: WC Docket No. 10-90, Annual 54.313(a)(2) through (6); and (h) Report of High-Cost Recipient

Dear Ms. Dortch:

Enclosed herein is the annual report for Volcano Telephone Company, Study Area Code 542343 pursuant to §54.313 of the Commission's rules. Some of this information was filed by NECA and NECA has the associated certifications for both the ICC/CAF and the rate floor. This information is included here just to make the a single complete summary.

Please contact me with any questions at:

Phone 209-296-1447
Email earlb@volcanotel.com

Sincerely,

A handwritten signature in dark ink, appearing to read 'Earl D. Bishop', is written over a horizontal line.

Earl D. Bishop
Chief Financial Officer
Volcano Telephone Company

Enclosure

Copies to:

Karen Majcher
Vice President-High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, DC 20036

Acting Director, Communications Division
California Public Utilities Commission
505 Van Ness Ave, Room 3203
San Francisco, CA 94102

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

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§ 54.313(a)(2) – Outage reporting

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Volcano Telephone Company	California	542343

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



[Signature of Corporate Officer]

Earl D. Bishop

[Printed Name of Corporate Officer]

Chief Financial Officer

[Title of Corporate Officer]

Date:

6-27-2012

Carrier's Name Volcano Telephone Company

Carrier's Address 20000 Highway 88, Pine Grove, CA 95665

Carrier's Telephone Number (209) 296-7502

Volcano Telephone Company
2012 Annual 54.313 Report of High-Cost Recipient

Certifications

In compliance with the following regulations, Volcano Telephone Company, by Earl D. Bishop
its Chief Financial Officer hereby certifies, subject to the penalties for false statements imposed
under 18 U.S.C. § 1001, that:

54.313(a)

47 CFR § 54.202(a)(1)(i) – It will make reasonable efforts to comply with the service requirements applicable to the support it receives, specifically:

High Cost Loop Support – the services listed and defined in 47 CFR § 54.101(a).


Lifeline Support – the three criteria set forth in 47 CFR § 54.401(a).

Interstate Common Line Support – the filings required in 47 CFR § 54.903 and the certification required in 47 CFR § 54.

47 CFR § 54.313(a)(5) – It will make reasonable efforts to comply with applicable service quality standards as stated in California General Order 133-C and consumer protection rules as defined in 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. (See also GO 133-C report attached and FCC Form also containing certification)

47 CFR § 54.313(a)(6) – It will make reasonable efforts to function in emergency situations as set forth in 47 CFR § 54.202(a)(2). (See attached & page 2, Report to CPUC Dated 1/21/2011 – Ray Bostock) and (FCC Form also containing certification)

Certified by:

 6/27/2012
Signature

EARL D. BISHOP
Printed Name

CHIEF FINANCIAL OFFICER
Title

TELCO NAME
2012 Annual 54.313 Report of High-Cost Recipient

54.313(a)(2) Detailed Information on any Outage in 2011

An outage is a significant degradation in the ability of an end user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a communications provider's network of at least 30 minutes in **Telco Name's** service area.

An outage affected at least ten percent of the end users in the service area. YES
(Yes or No)

An outage that potentially affects a 911 special facility occurs whenever:

- (1) There is a loss of communications to PSAP(s) potentially affecting at least 900,000 user-minutes and: The failure is neither at the PSAP(s) nor on the premises of the PSAP(s); no reroute for all end users was available; and the outage lasts 30 minutes or more; or
- (2) There is a loss of 911 call processing capabilities in one or more E-911 tandems/selective routers for at least 30 minutes duration; or
- (3) One or more end-office or MSC switches or host/remote clusters is isolated from 911 service for at least 30 minutes and potentially affects at least 900,000 user-minutes; or
- (4) There is a loss of ANI/ALI (associated name and location information) and/or a failure of location determination equipment, including Phase II equipment, for at least 30 minutes and potentially affecting at least 900,000 user-minutes (provided that the ANI/ALI or location determination equipment was then currently deployed and in use, and the failure is neither at the PSAP(s) or on the premises of the PSAP(s)).

An outage affected a 911 special facility in the service area. NO
(Yes or No)

Information on each outage included in the above:

(A) The date and time of onset of the outage - See attached report

(B) A brief description of the outage and its resolution - See attached report

(C) The particular services affected - See attached report

(D) The geographic areas affected by the outage - West Point, California

(E) Steps taken to prevent a similar situation in the future - Upgraded equipment

(F) The number of customers affected - 1,200

Volcano Telephone Company
2012 Annual 54.313 Report of High-Cost Recipient

Miscellaneous Information

54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year – 2011 Volcano Telephone Company **see attached CPUC GO 133-C report.**

54.313(a)(4) The number of complaints per 1,000 connections in 2011 - **see attached CPUC GO 133-C report**

54.313(a)(5) Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

Volcano Telephone Company complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

Volcano Telephone Company complies with the service standards of the State of California as promulgated in the California Public Utilities General Order 133-C.

Volcano Telephone Company
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54.313(a)(6) Ability to Remain Functional in Emergency Situations

Back-up Power

Switches

Volcano Main Site (HOST)

Generator -300KW stationary diesel standby generator with 200 gallon in generator tank and 500 gallon external tank. Also have access to 1000 gallons off site with transport capabilities. Secondary trailer mounted generator 150KW diesel generator with 150 gallon tank can be placed on line in the event main generator fails. This generator can keep critical network systems and cooling on line and most other administrative functions operational. This generator can also be used at other remote CO sites if necessary.

Batteries-2320 Amp Hour C&D Lead Calcium battery string. Capable of maintaining -48Volt office load for approximately 6 hours.

Remote Central Offices

Pioneer East Site

Generator- 30KW stationary propane standby generator with 500 gallon propane tank.

Batteries-1680 Amp Hour C&D Lead Calcium battery string. Capable of -48Volt office load for approximately 14 hours.

Pioneer West Site

Generator-20KW stationary propane standby generator with 250 gallon propane tank.

Batteries-540 Amp Hour C&D Lead Calcium battery string. Capable of maintaining -48Volt office load for approximately 8 hours.

West Point Site

Generator- 30KW stationary propane standby generator with 250 gallon propane tank.

Batteries-540 Amp Hour C&D Lead Calcium battery string. Capable of maintaining -48Volt office load for approximately 7 hours.

Kirkwood Site

Generator-45KW stationary propane standby generator direct fed from central propane distribution system.

Batteries-540 Amp Hour C&D Lead Calcium battery string. Capable of maintaining -48Volt office load for approximately 7 hours.

Subscriber Carrier sites (Cabinet remotes)

Volcano has 48 cabinet fed remotes that rely on utility or solar power. Eighty-five percent of the sites have either a -48Volt direct load fed auto start generator or small AC permanently mounted propane generator that has to be manually started. There are batteries at all of these sites. In the

Back-up Power - Continued

case of the direct fed -48volt systems the batteries are capable of maintaining the system for 3-4 hours. If the generator does not start an alarm is raised to indicate the failure. In the case of the AC fed remotes the systems have enough batteries to maintain the equipment for 8 to 12 hours. This gives ample time to drive to site to start the generator in the case of an extended power outage such as a snow storm. The remaining 15% of the sites are either very close to the main office or are very small units. We maintain a pool of small gasoline/propane generators that can be deployed for these sites. The small sites also have battery capability to maintain the site for up to 24 hours giving ample time to deploy a generator to these sites.

Ability to reroute traffic around damaged facilities

Many routes that feed the remote cabinets as well as the remote CO's are fed by fiber rings that are either Sonnet based or Ethernet based. In the event of a failure the traffic is automatically switched to the un-affected route. Some routes are not economical or are geographically difficult to build a diverse ring and therefore have only one path. This path is built as a "folded" ring but in the event of a full facility cut the service is interrupted. Routes to other carriers are diverse and in many cases have trunk group facilities split between both paths. In the event of facility failure traffic capacity will be lost but network connectivity remains.

Capability to manage traffic spikes resulting from emergency situations

Volcano Telephone has 9,400 customers, switching capacity of 1,536 simultaneous calls, and transport capacity for 1,680 simultaneous calls. Volcano Telephone Company takes no responsibility for the capabilities of interconnected networks to manage traffic spikes resulting from emergency situations.

Volcano Telephone Company
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54.313(h) Additional Voice Rate Data

Voice rate data

Residential Local Service Rate –

Kirkwood Exchange	\$20.25
Pioneer Exchange	\$20.25
Volcano Exchange	\$20.25
West Point Exchange (1)	\$21.20

State Universal Service Fee – all exchanges \$.08 (not included in the above numbers)

(1) Includes Mandatory EAS Charges of \$.95

See attached RATE FLOOR DATA COLLECTION – OMB Control Number 3060-0986

This DATA was also filed by the NECA and NECA has the company certifications. This data was included in this filing only for informational and summary purposes.



FAX NUMBER 209-296-1471

TELECOPIER COVER SHEET

DATE: 1-21-2011

SEND TO: PUBLIC UTILITIES Comm

TIME: 10:47 A.M.

ATTENTION: _____

ORIGINATOR: BOSTOCK

FAX # 415-703 4405

NUMBER of PAGES (including cover sheet) 2

If there are any problems with the material received, please contact the Fax Operator, at (209)-296-7502 and ask for the person who sent the fax.

Return call requested?

Copy of following pages

YES _____

WILL _____

NO X

WILL NOT X

be sent by mail.

FAX OPERATOR RAY BOSTOCK

REMARKS: PLEASE CALL WITH ANY
QUESTIONS OR CONCERNS

RAY BOSTOCK
209.296.1471

MAJOR SERVICE INTERRUPTION REPORT

1. **Company:** Volcano Telephone Company
2. **Service Affected:** Exchange DLC Remote
3. **Location:** WESTPOINT, CA
4. **Facility:** AFC UMC 1000/Remote Service Terminals
5. **Number of customers affected:** 1,200
6. **Date and Time of Initial Report:** 1/21/2011
7. **Date and Time of Service Interruption:** 1/19/2011 approx: 11:45
8. **Date and time of Service Restoral:** 1/19/2011 approx: 14:41
9. **Number of Customer trouble Reports Received:** 87
10. **Cause of interruption:** Equipment Failure
11. **Corrective Action Taken to Restore Service:** Replaced faulty equipment
12. **Preventative Action Against Recurrence:** Upgraded equipment
13. **Comments:** N/A
14. **Company Contact:** Ray Bostock or John Lundgren (209) 296-1491, 1419



**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-C**

Company Name: Volcano Telephone

U#: 1019

Report Year: 2011

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: West Point 293

Measurement (Compile monthly, file quarterly)		Date filed (05/15/11)			Date filed (08/15/11)			Date filed (11/15/11)			Date filed (02/15/12)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus days	Total # of business days	20	19	7	10	23	7	12	9	9	14	12	20
	Total # of service orders	12	11	7	10	10	5	7	8	7	9	7	13
	Avg. # of business days	1.7	1.7	1	1	2.3	1.4	1.7	1.1	1.3	1.6	1.7	1.5
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	84	109	94	98	106	118	84	102	100	95	91	123
	Total # of installation commitment met	84	109	94	98	106	118	84	102	100	95	91	123
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
	% of commitment met	100	100	100	100	106	100	100	100	100	100	100	100
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1886	1893	1879	1881	1873	1866	1861	1855	1849	1832	1827
		Total # of trouble reports	32	49	30	36	35	32	35	16	17	14	21
		% of trouble reports	0.016	0.025	0.015	0.019	0.018	0.017	0.018	0.008	0.009	0.007	0.011
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	9	6	11	15	11	12	1	10	3	5	11
	Total # of repair tickets restored in < 24hrs	9	9	6	11	15	11	12	1	10	3	5	11
	% of repair tickets restored ≤ 24 Hours	100	100	100	100	100	100	100	100	100	100	100	100
	Sum of the duration of all outages (hh mm)	67:49:00	60:58:00	59:54:00	113:54:00	85:38:00	69:33:00	45:08:00	11:16	51:46:00	24:54:00	15:30	12:16
	Avg. outage duration (hh:mm)	7:30	6:48	9:58	10:22	5:47	6:18	3:46	11:16	5:15	8:29	3:05	1:07

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 90% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing				
	Total # of call seconds to reach live agent				
	% ≤ 60 seconds				

Primary Utility Contact Information

Name: John Lundgren

Phone: (209) 296-1417

Email: johnl@volcanotel.com

Date Adopted 7/28/09

Date Revised 12/08/09 (Corrects typographical errors)

Date Revised 05/04/10 (Added new lines and changed terms to reflect requirements of G O 133-C)

GO133C Installation Times
For the Period October 1 to December 31, 2011

Holidays	11/11/2011	40,858
	11/24/2011	40,871
	12/26/2011	40,903

l_so_no	sh_s_name	exch	sh_s_comment	atus_1_comp	so_complete	customer_re	Bus Days
236107	B&E HOSPITALITY	296	REINSTALL @ 19730 MELLA DR	04-Oct-11	11-Oct-11	07-Oct-11	3
235986	FELTER, STEVE & ELAI	296	RECON OBO@ 18691 RAINBOW	06-Oct-11	06-Oct-11	06-Oct-11	1
236474	PIER & SON PAINTING	296	REC OBO 20624 PARKSIDE LN	06-Oct-11	06-Oct-11	06-Oct-11	1
236599	ALFARO, KATHERINE	296	RECONNECT OBO @ 20400 HWY 88 #3	07-Oct-11	14-Oct-11	11-Oct-11	4
236662	GEBO, JACKIE	296	RECONNECT OBO @ 19840 CLINTON RD...LAYLA	10-Oct-11	10-Oct-11	10-Oct-11	1
236631	MARKER, ANTHONY	296	RECON OBO@ 14091 GOLD MINE #1	10-Oct-11	11-Oct-11	11-Oct-11	1
236921	LUNDGREN, ELENA	296	RECONNECT OBO @ 12400 MIERKEY RD	13-Oct-11	13-Oct-11		1
236927	FEZLER, DAVID	296	RECONNECT OBO @ 14074 IRISHTOWN SP 61	13-Oct-11	20-Oct-11	19-Oct-11	2
237156	DACUS, JAKE	296	P NEW INST 4TH LINE@ 14674 TANYARD HILL RD	18-Oct-11	02-Nov-11	31-Oct-11	3
237945	HUNT, DAVID	296	REC OBO 12721 TABEAU RD	21-Oct-11	24-Oct-11	24-Oct-11	1
237145	HIRSCH, DAN	296	REC OBO @ 17171 NILES RD...LAYLA	24-Oct-11	01-Nov-11	01-Nov-11	1
238115	NDIAYE, SARAH	296	REC OBO@12475 KEVKIE CT PG JT	26-Oct-11	31-Oct-11	31-Oct-11	1
238284	LANE, WALLACE	296	REC OBO @ 18481 VIEW CRICLE FIDDLETOWN...LAYLA	26-Oct-11	27-Oct-11	26-Oct-11	2
238270	WILLIAMS, ALLEN	296	REC OBO@14091 GOLD MINE RD #2 PG JT	26-Oct-11	27-Oct-11	26-Oct-11	2
238259	PATTERSON, SHANE	296	REC OBO @ 15390 REBEL RD ... LAYLA	27-Oct-11	27-Oct-11	27-Oct-11	1
238327	UPCOUNTRY HARDWARE	296	REINSTALL @ 19698 STATE HWY 88 STE A, PINE GROVE	27-Oct-11	02-Nov-11	01-Nov-11	2
238388	SMITH, MARK & BEVERL	296	RECON OBO@ 14101 BOWMAN RD	28-Oct-11	28-Oct-11	28-Oct-11	1
238408	TAVARES, GARY	296	NEW INSTALL @ 17050 KESTREL LN, VOLC/ SUTR CRK	28-Oct-11	21-Nov-11	17-Nov-11	3
238427	OWENS, TROY	296	REC OBO@13950 NORTH POINT CT PINE GROVE JT	28-Oct-11	31-Oct-11	28-Oct-11	2
238521	PATTERSON, DAWN	296	REC OBO @ 19577 BAUMANN RD...LAYLA	29-Oct-11	04-Nov-11	04-Nov-11	1
Total Business Days							34
Total Service Orders							20
Average							1.7
238915	DOSS, LAURIE & STEVE	296	RECONNECT @ 14071 HOOPER CT, PG	03-Nov-11	04-Nov-11	03-Nov-11	2
238971	BERGER, KEVIN	296	(J)NEW INST @ 18702 WILDBERRY LN	03-Nov-11		05-Feb-25	-
238913	PEREZ, JACQUELINE	296	RECON OBO @ 17781 REDBERRY LN	03-Nov-11	04-Nov-11	03-Nov-11	2
238281	FOWLER, IRENE	296	P NEW INST 2ND LINE @ 21411 AQUEDUCT CIR	07-Nov-11	10-Nov-11	10-Nov-11	1
239176	PAPPAS, LINDA & MIKE	296	Reconnect @ 13601 RIDGE CT, SUTTER CREEK	07-Nov-11	07-Nov-11	07-Nov-11	1
239264	AGUILAR, TOMAS & LOU	296	RECONNECT OBO @ 13838 BRANDAN RD	08-Nov-11	08-Nov-11		1
236208	REDLER, KEN	296	P NEW INSTALL @ 19301 GOLDEN MEADOW DR, VOLCANO	09-Nov-11	21-Nov-11	16-Nov-11	4
240660	VTC ORDER WIRE	296	INSTALL ORDER WIRE 15893 RIDGE RD	17-Nov-11	17-Nov-11		1
240786	DOUGLAS, KYLENE	296	REC OBO 13610 FOOTHILL PINES CT	18-Nov-11	21-Nov-11		2
241542	SOUTHARD, DAVID	296	REC OBO@ 12558 ELDEL RD PG JT	30-Nov-11	01-Dec-11	30-Nov-11	2

		Total Business Days		16	
		Total Service Orders		9	
		Average		1.8	
241644 ALWAY, SHAWN	296 RECONNECT OBO @ 18385 SUGAR LOAF RD	01-Dec-11	05-Dec-11	3	
241406 BROOKS, LEANN	296 REC OBO @ 19571 CHEROKEE LANE...LAYLA	05-Dec-11	05-Dec-11	05-Dec-11	1
242030 BATES, ASTA	296 RECONNECT OBO @ 14721 PIONEER VOLCANO RD, PG	06-Dec-11	07-Dec-11	06-Dec-11	2
242095 ROSS, TIM	296 REC OBO @ 18878 PONDEROSA ANNEX RD ... LAYLA	07-Dec-11	09-Dec-11	09-Dec-11	1
242171 DE BRUM, ROBERT	296 RECONNECT OBO @ 12970 SPAGNOLI MIE RD	08-Dec-11	09-Dec-11		2
241826 SCHOONOVER II, WILLI	296 NEW INSTALL 2ND# @ 19040 RIDGE RD, PG	08-Dec-11	09-Dec-11	09-Dec-11	1
242070 BEERTA, PEGGY	296 RECON OBO@ 15314 MITCHELL MINE RD	08-Dec-11	20-Dec-11	20-Dec-11	1
242215 MELENDES, KRISTINE &	296 REC OBO @ 22290 MEADOWBROOK DR...LAYLA	08-Dec-11	12-Dec-11	12-Dec-11	1
242286 MCKINNON, BRENDA	296 RECON OBO@ 13530 MARKO LN	12-Dec-11	13-Dec-11	13-Dec-11	1
242629 SELLARS, THOMAS	296 RECONNECT OBO @ 18990 GOLDEN OAKS CT	14-Dec-11	15-Dec-11		2
241792 SKUTVILE, JOE	296 NEW INSTALL 2ND LINE @ 22055 ALLAN CT	15-Dec-11	19-Dec-11	16-Dec-11	2
243681 A LINE LOCKSMITH	296 RECONNECT OBO @ 15651 PINEBROOK CT	16-Dec-11	19-Dec-11		2
243686 MONTOYA CYNTHIA	296 REINSTALL @ 15651 PINEBROOK CT	16-Dec-11	23-Dec-11	22-Dec-11	2
243794 HENNINGSEN, ANDREW	296 REC OBO@20483 STATE HWY 88 PG JT	17-Dec-11	20-Dec-11	19-Dec-11	2
243773 LEAHY, WAYNE	296 REC OBO@18135 BOURBON ST JACKSON JT	17-Dec-11	19-Dec-11	19-Dec-11	1
243697 FIELDS, RICK	296 REC OBO 20400 HWY 88 #20	19-Dec-11	20-Dec-11		2
244047 LOGEL, CHARLOTTE	296 OBO AT 14041 HOOPER CT	21-Dec-11	21-Dec-11		1
244074 STAMM, KEVIN & KIM	296 RECON @ 14885 LUPE RD PG	21-Dec-11	21-Dec-11	21-Dec-11	1
243902 AZZARO, JOHN	296 RE-INSTALL @ 21630 SKY HIGH BLVD PG JT	22-Dec-11	28-Dec-11	23-Dec-11	3
242087 BUTLER, RYAN	296 RECONNECT @ 18861 STATE HWY 88, PG..	23-Dec-11	23-Dec-11	23-Dec-11	1
244241 FAUL, MICHAEL	296 RECON OBO@ 15540 SUTTER CREEK RD	27-Dec-11	27-Dec-11	27-Dec-11	1
244282 WATSON, JAMES R	296 REC OBO @ 13941 TOMA LANE...LAYLA	27-Dec-11	27-Dec-11	27-Dec-11	1
244251 COMBS, TIM & JUDY	296 RECON OBO @17900 REDBERRY LN	28-Dec-11	05-Jan-12	05-Jan-12	1
244403 HILTON, CAROLYN	296 N I 2NDLINE@13707 PETERSEN RANCH DR PG JT	29-Dec-11	06-Jan-12	06-Jan-12	1
244476 JUSTICE, JILLIAN	296 REC OBO@12791 BURNT CEDAR LN PG JT	30-Dec-11	16-Jan-12	16-Jan-12	1
		Total Business Days		37	
		Total Service Orders		25	
		Average		1.5	

ReportNum	Exchange	ReportCode	CreateDate	CreateTime	ClearDate	ClearTime	DateDue	Report Time	Gross Repair Interval (Hrs)	
47539	293	Tel 146 - No Dial Tone	05-Oct-11	5:05:24 PM	06-Oct-11	1:30:06 PM	06-Oct-11	10/5/11 5:05 PM	20.41	
47531	293	Tel 146 - No Dial Tone	05-Oct-11	12:31:48 PM	05-Oct-11	2:15:31 PM		10/5/11 12:31 PM	1.73	
47548	295	Tel 146 - No Dial Tone	06-Oct-11	11:57:17 AM	06-Oct-11	3:00:58 PM		10/6/11 11:57 AM	3.06	
47551	296	Tel 146 - No Dial Tone	06-Oct-11	1:31:49 PM	06-Oct-11	5:15:06 PM		10/6/11 1:31 PM	17.25	
47559	296	Tel 146 - No Dial Tone	07-Oct-11	8:26:38 AM	07-Oct-11	10:15:33 AM		10/7/11 8:26 AM	1.82	
47578	295	Tel 146 - No Dial Tone	10-Oct-11	9:49:27 AM	10-Oct-11	11:15:03 AM		10/10/11 9:49 AM	1.43	
47605	295	Tel 146 - No Dial Tone	12-Oct-11	12:36:30 PM	12-Oct-11	2:30:19 PM		10/12/11 12:36 PM	1.90	
47613	296	Tel 146 - No Dial Tone	13-Oct-11	11:03:06 AM	13-Oct-11	3:44:12 PM		10/13/11 11:03 AM	4.68	
47625	295	Tel 146 - No Dial Tone	14-Oct-11	3:10:18 PM	15-Oct-11	11:30:39 AM		10/14/11 3:10 PM	20.34	
47631	295	Tel 146 - No Dial Tone	15-Oct-11	8:58:39 AM	16-Oct-11	8:30:39 AM		10/15/11 8:58 AM	23.53	
47632	295	Tel 146 - No Dial Tone	15-Oct-11	8:46:23 AM	16-Oct-11	8:30:24 AM		10/15/11 8:46 AM	23.73	
47633	295	Tel 146 - No Dial Tone	15-Oct-11	8:50:06 AM	16-Oct-11	8:30:07 AM		10/15/11 8:50 AM	23.67	
47634	295	Tel 146 - No Dial Tone	15-Oct-11	8:51:50 AM	16-Oct-11	8:30:50 AM		10/15/11 8:51 AM	23.65	
47635	295	Tel 146 - No Dial Tone	15-Oct-11	8:49:14 AM	16-Oct-11	8:30:15 AM		10/15/11 8:49 AM	23.68	
47636	295	Tel 146 - No Dial Tone	15-Oct-11	8:38:49 AM	16-Oct-11	8:30:50 AM		10/15/11 8:38 AM	23.87	
47637	295	Tel 146 - No Dial Tone	15-Oct-11	8:53:19 AM	16-Oct-11	8:30:19 AM		10/15/11 8:53 AM	23.62	
47638	295	Tel 146 - No Dial Tone	15-Oct-11	8:57:45 AM	16-Oct-11	8:30:46 AM		10/15/11 8:57 AM	23.55	
47647	295	Tel 146 - No Dial Tone	17-Oct-11	4:59:43 PM	18-Oct-11	1:30:17 PM		10/17/11 4:59 PM	20.51	
47653	293	Tel 146 - No Dial Tone	18-Oct-11	1:30:08 PM	18-Oct-11	4:15:17 PM		10/18/11 1:30 PM	2.75	
47660	296	Tel 146 - No Dial Tone	19-Oct-11	11:10:11 AM	19-Oct-11	2:15:32 PM		10/19/11 11:10 AM	3.09	
47682	295	Tel 146 - No Dial Tone	21-Oct-11	2:26:35 PM	21-Oct-11	4:30:41 PM		10/21/11 2:26 PM	2.07	
47686	295	Tel 146 - No Dial Tone	21-Oct-11	5:00:34 PM	22-Oct-11	11:30:44 AM		10/21/11 5:00 PM	18.50	
47713	295	Tel 146 - No Dial Tone	25-Oct-11	1:47:42 PM	25-Oct-11	4:45:22 PM		10/25/11 1:47 PM	2.96	
47714	296	Tel 146 - No Dial Tone	25-Oct-11	2:50:09 PM	25-Oct-11	3:54:22 PM		10/25/11 2:50 PM	1.07	
47739	295	Tel 146 - No Dial Tone	28-Oct-11	9:50:22 AM	28-Oct-11	10:34:55 AM		10/28/11 9:50 AM	0.74	
47737	295	Tel 146 - No Dial Tone	28-Oct-11	8:51:29 AM	28-Oct-11	10:34:55 AM		10/28/11 8:51 AM	1.72	
									315.34	
									26.00	
47766	295	Tel 146 - No Dial Tone	01-Nov-11	12:35:19 PM	01-Nov-11	3:30:35 PM	10-Nov-11	11/1/11 12:35 PM	2.92	
47773	295	Tel 146 - No Dial Tone	02-Nov-11	2:09:59 PM	02-Nov-11	3:30:45 PM		11/2/11 2:09 PM	1.35	
47769	296	Tel 146 - No Dial Tone	02-Nov-11	10:09:14 AM	02-Nov-11	12:00:31 PM		11/2/11 10:09 AM	1.85	
47791	293	Tel 146 - No Dial Tone	04-Nov-11	1:15:33 PM	04-Nov-11	3:00:17 PM		11/4/11 1:15 PM	1.75	
47785	293	Tel 146 - No Dial Tone	04-Nov-11	8:51:49 AM	04-Nov-11	1:00:17 PM		11/4/11 8:51 AM	4.14	
47788	296	Tel 146 - No Dial Tone	04-Nov-11	10:11:41 AM	04-Nov-11	12:45:45 PM		11/4/11 10:11 AM	2.57	
47831	296	Tel 146 - No Dial Tone	08-Nov-11	11:59:50 AM	08-Nov-11	4:30:49 PM		11/8/11 11:59 AM	4.52	
47842	295	Tel 146 - No Dial Tone	10-Nov-11	7:45:53 AM	10-Nov-11	12:00:27 PM		11/10/11 7:45 AM	12.01	
47870	295	Tel 146 - No Dial Tone	11-Nov-11	11:19:07 AM	11-Nov-11	2:15:41 PM		11/11/11 11:19 AM	2.94	
47874	295	Tel 146 - No Dial Tone	11-Nov-11	4:36:13 PM	12-Nov-11	11:30:54 AM		11/11/11 4:36 PM	18.91	
47892	295	Tel 146 - No Dial Tone	14-Nov-11	9:39:50 AM	14-Nov-11	10:45:25 AM		11/14/11 9:39 AM	1.09	
47925	293	Tel 146 - No Dial Tone	15-Nov-11	11:27:45 AM	15-Nov-11	2:30:36 PM		11/15/11 11:27 AM	3.05	
47922	296	Tel 146 - No Dial Tone	15-Nov-11	7:41:11 AM	15-Nov-11	11:00:36 AM		11/15/11 7:41 AM	3.32	
47931	296	Tel 146 - No Dial Tone	15-Nov-11	3:46:59 PM	15-Nov-11	4:30:06 PM		11/15/11 3:46 PM	0.72	
47939	293	Tel 146 - No Dial Tone	16-Nov-11	12:04:39 PM	16-Nov-11	1:45:54 PM		11/16/11 12:04 PM	1.69	
47949	296	Tel 146 - No Dial Tone	17-Nov-11	8:49:53 AM	17-Nov-11	2:00:07 PM		11/17/11 8:49 AM	5.17	
47950	296	Tel 146 - No Dial Tone	17-Nov-11	8:51:29 AM	17-Nov-11	2:00:07 PM		11/17/11 8:51 AM	5.14	

47951	296	Tel 146 - No Dial Tone	17-Nov-11	8:54:48 AM	17-Nov-11	2:00:07 PM		11/17/11 8:54 AM	5.09
47952	296	Tel 146 - No Dial Tone	17-Nov-11	8:59:17 AM	17-Nov-11	2:00:07 PM		11/17/11 8:59 AM	5.01
47953	296	Tel 146 - No Dial Tone	17-Nov-11	9:00:51 AM	17-Nov-11	2:00:07 PM		11/17/11 9:00 AM	4.99
47954	296	Tel 146 - No Dial Tone	17-Nov-11	9:02:39 AM	17-Nov-11	2:00:07 PM		11/17/11 9:02 AM	4.96
47955	296	Tel 146 - No Dial Tone	17-Nov-11	9:04:32 AM	17-Nov-11	2:15:45 PM		11/17/11 9:04 AM	5.19
47956	296	Tel 146 - No Dial Tone	17-Nov-11	9:06:14 AM	17-Nov-11	2:00:07 PM		11/17/11 9:06 AM	4.90
47960	296	Tel 146 - No Dial Tone	17-Nov-11	11:13:04 AM	17-Nov-11	4:30:07 PM		11/17/11 11:13 AM	5.28
47974	295	Tel 146 - No Dial Tone	18-Nov-11	4:23:08 PM	19-Nov-11	1:00:58 PM		11/18/11 4:23 PM	20.63
48012	296	Tel 146 - No Dial Tone	18-Nov-11	5:51:45 PM	20-Nov-11	2:15:45 PM		11/18/11 5:51 PM	44.40
48004	295	Tel 146 - No Dial Tone	23-Nov-11	1:48:46 PM	23-Nov-11	4:00:08 PM	23-Nov-11	11/23/11 1:48 PM	16.00
48006	295	Tel 146 - No Dial Tone	24-Nov-11	11:52:06 AM	24-Nov-11	5:54:52 PM		11/24/11 11:52 AM	6.05
48008	295	Tel 146 - No Dial Tone	25-Nov-11	8:29:29 AM	25-Nov-11	12:00:36 PM		11/25/11 8:29 AM	3.52
48030	293	Tel 146 - No Dial Tone	28-Nov-11	11:37:44 AM	28-Nov-11	4:30:08 PM		11/28/11 11:37 AM	4.87
48027	296	Tel 146 - No Dial Tone	28-Nov-11	10:28:09 AM	28-Nov-11	2:39:01 PM		11/28/11 10:28 AM	4.18
48041	295	Tel 146 - No Dial Tone	29-Nov-11	7:42:32 AM	29-Nov-11	11:45:00 AM		11/29/11 7:42 AM	4.04
48051	295	Tel 146 - No Dial Tone	30-Nov-11	3:58:06 PM	30-Nov-11	5:00:10 PM		11/30/11 3:58 PM	1.03
									213.28
									33.00
48065	295	Tel 146 - No Dial Tone	01-Dec-11	1:37:22 PM	01-Dec-11	1:45:41 PM		12/1/11 1:37 PM	0.14
48059	296	Tel 146 - No Dial Tone	01-Dec-11	8:06:56 AM	01-Dec-11	10:06:57 AM		12/1/11 8:06 AM	2.00
48071	293	Tel 146 - No Dial Tone	02-Dec-11	7:38:56 AM	02-Dec-11	2:45:55 PM	02-Dec-11	12/2/11 7:38 AM	14.77
48081	293	Tel 146 - No Dial Tone	02-Dec-11	12:32:15 PM	02-Dec-11	3:39:11 PM		12/2/11 12:32 PM	3.12
48080	295	Tel 146 - No Dial Tone	02-Dec-11	11:02:04 AM	02-Dec-11	3:00:52 PM		12/2/11 11:02 AM	3.98
48089	295	Tel 146 - No Dial Tone	02-Dec-11	4:26:59 PM	03-Dec-11	12:00:17 PM		12/2/11 4:26 PM	19.56
48086	296	Tel 146 - No Dial Tone	02-Dec-11	2:08:44 PM	03-Dec-11	10:30:52 AM		12/2/11 2:08 PM	20.37
48097	293	Tel 146 - No Dial Tone	03-Dec-11	1:51:41 PM	04-Dec-11	3:30:42 PM		12/3/11 1:51 PM	25.65
48098	293	Tel 146 - No Dial Tone	05-Dec-11	9:08:14 AM	04-Dec-11	2:18:14 PM		12/5/11 9:08 AM	(18.83)
48095	295	Tel 146 - No Dial Tone	05-Dec-11	8:32:56 AM	05-Dec-11	3:00:57 PM		12/5/11 8:32 AM	6.47
48099	295	Tel 146 - No Dial Tone	05-Dec-11	9:10:12 AM	03-Dec-11	12:45:13 PM		12/5/11 9:10 AM	(44.42)
48101	295	Tel 146 - No Dial Tone	05-Dec-11	10:11:01 AM	05-Dec-11	3:30:57 PM		12/5/11 10:11 AM	5.33
48133	295	Tel 146 - No Dial Tone	07-Dec-11	1:47:32 PM	08-Dec-11	10:15:53 AM		12/7/11 1:47 PM	20.47
48142	293	Tel 146 - No Dial Tone	08-Dec-11	1:39:35 PM	08-Dec-11	4:30:53 PM		12/8/11 1:39 PM	2.85
48148	295	Tel 146 - No Dial Tone	09-Dec-11	10:41:16 AM	09-Dec-11	11:45:11 AM		12/9/11 10:41 AM	1.07
48157	295	Tel 146 - No Dial Tone	09-Dec-11	4:40:16 PM	10-Dec-11	10:18:57 AM		12/9/11 4:40 PM	17.64
48197	293	Tel 146 - No Dial Tone	10-Dec-11	2:02:34 PM	11-Dec-11	10:45:35 AM		12/10/11 2:02 PM	20.72
48160	293	Tel 146 - No Dial Tone	12-Dec-11	9:02:24 AM	12-Dec-11	1:45:32 PM		12/12/11 9:02 AM	4.72
48159	295	Tel 146 - No Dial Tone	12-Dec-11	8:41:21 AM	12-Dec-11	11:30:05 AM		12/12/11 8:41 AM	2.81
48171	295	Tel 146 - No Dial Tone	13-Dec-11	9:53:53 AM	13-Dec-11	12:30:05 PM		12/13/11 9:53 AM	2.60
48173	296	Tel 146 - No Dial Tone	13-Dec-11	11:33:46 AM	13-Dec-11	4:10:14 PM		12/13/11 11:33 AM	4.61
48177	296	Tel 146 - No Dial Tone	13-Dec-11	3:44:56 PM	13-Dec-11	12:10:14 PM		12/13/11 3:44 PM	(3.58)
48189	296	Tel 146 - No Dial Tone	15-Dec-11	2:10:58 PM	15-Dec-11	3:30:02 PM	15-Dec-11	12/15/11 2:10 PM	15.50
48203	295	Tel 146 - No Dial Tone	16-Dec-11	4:09:58 PM	17-Dec-11	11:15:04 AM		12/16/11 4:09 PM	19.09
48193	296	Tel 146 - No Dial Tone	16-Dec-11	7:18:43 AM	16-Dec-11	10:45:56 AM	16-Dec-11	12/16/11 7:18 AM	10.77
48224	295	Tel 146 - No Dial Tone	20-Dec-11	12:01:57 PM	20-Dec-11	3:45:04 PM		12/20/11 12:01 PM	3.72
48232	296	Tel 146 - No Dial Tone	21-Dec-11	10:23:37 AM	21-Dec-11	3:30:18 PM		12/21/11 10:23 AM	5.11
48239	296	Tel 146 - No Dial Tone	22-Dec-11	9:24:17 AM	22-Dec-11	2:00:09 PM		12/22/11 9:24 AM	4.60

[illegible]

Customer Fault Report

12/14/2011

From Date: 10/1/2011 to 10/31/2011

<u>Area Code</u>	<u>Exchange</u>	<u>Cause Code</u>	<u># of Calls</u>
209			
		751 - No Trouble Found	1
Exchange Total:			1
		601 - Customer Damage	1
		607 - Customer's Long Distance Co.	1
Exchange Total:			2
		751 - No Trouble Found	1
Exchange Total: 258			1
		600 - Customer's Equipment (Modem, Satellite...)	1
		601 - Customer Damage	1
		607 - Customer's Long Distance Co.	1
		751 - No Trouble Found	1
Exchange Total: 293			4
		601 - Customer Damage	1
		602 - Customer's Contractor	1
		751 - No Trouble Found	5
Exchange Total: 295			7
		600 - Customer's Equipment (Modem, Satellite...)	1
		601 - Customer Damage	2
		752 - Came Clear	4
Exchange Total: 296			7
Area Code Total: 209			22
Grand Total:			22

Service Order Recap

From Date: 10/1/2011 to 10/31/2011

<u>SO Type</u>		<u>Exchange</u>	<u>Count</u>
Change		258	56
		293	64
		295	134
		296	104
Service Order type total:	Change		358
Install		258	13
		293	27
		295	39
		296	38
Service Order type total:	Install		117
Reconnect		258	2
		293	4
		295	5
		296	2
Service Order type total:	Reconnect		13
	Grand Total:		488

Service Order Summary
From Date: 10/1/2011 to 10/31/2011

12/14/2011

<u>Exchange</u>	<u>Count</u>
258	76
293	103
295	191
296	146
Grand Total:	516

